

APPEAL PROCESS AND WAIVER OF LIABILITY

1.0. STSF NAS DENIAL BASED ON AVAILABILITY OF CARE

When a beneficiary is denied an STSF NAS based on availability of care, the beneficiary may appeal the adverse STSF NAS decision following the same process as used for inpatient NAS. Lead Agents will ensure that NAS appeals for STS are decided within three working days of receipt of each level of appeal.

2.0. STSF NAS DENIAL BASED ON MEDICAL NECESSITY

Due process and consideration of appeals, as prescribed in [32 CFR 199.10](#) and [199.15](#), will be provided for any adverse decision regarding medical necessity, appropriateness, or reasonableness of care under TRICARE. The appeal process and the waiver of liability provisions that apply with regard to an inpatient NAS will also apply in connection with an STSF NAS. See [Chapter 13, Section 4](#). When the STSF, rather than the contractor, denies an STSF NAS, the beneficiary may appeal through the STSF appeal process.

